

Name of document:
NHS Health Check Results Card

Who requested patient reader feedback?
Lee Johnson, Head of Contracting and Performance, NHS Leeds CCG

Patient reader group - Feedback Report

Brief

NHS Leeds Clinical Commissioning Group (CCG) is responsible for planning and funding (commissioning) the majority of health services for people in Leeds. We work closely with our health partners to deliver the best possible health and care services to the people of Leeds.

We received a request for the CCG's patient reader group to review a patient information leaflet which is an NHS Check Results Card. The aim of the card is to provide patients with results from a NHS Health Check via a card that can provide useful information as well as the patients NHS Health Check results.

The reader group were invited to comment on one document created by NHS Leeds CCG from a patient perspective, looking at formatting, how easy it was to understand, whether anything was missing and how suitable it is for other people in the community. Patients were not asked to comment on the project itself. The email was sent to NHS Leeds CCG Network members who are signed up to participate in the reader group work.

We received **seven** responses from the reader group.

You can view the original document that was submitted to the reader group here:

[NHS Health Check Results Card](#)





Themes and recommendations



This section outlines the key themes from the feedback. It outlines how we have responded to each them. The green sections indicate where we have directly used patient feedback to shape the project.

Feedback	Response (to be completed by requesting staff member)
There may be concern from people about who the GP Confederation is	
The document is quite 'busy' and cluttered due to the amount of information, will people find it difficult to read?	
Consider use of some 'professional' and other language and rewording to make it easy to read (see feedback)	
Details on who to contact or what to do next following receiving results is missing	
Will this survey be offered in alternative formats? How can people request them?	
See below for additional responses regarding suggestions changes/additions to questions	



Reader Group Feedback

1. Is it clear who the document is for, who it is from and what it is about?				
			Response Percent	Response Total
1	Yes		85.71%	6
2	No		14.29%	1
			answered	7
			skipped	0
Tell us why: (4)				
1	31/05/2019 13:48 PM ID: 118114960	Yes only because the patient name is on the front despite the cluttered design		
2	01/06/2019 10:44 AM ID: 118190734	Patient's name is included and below it is a box describing the leaflet and it's purpose.		
3	03/06/2019 10:43 AM ID: 118286035	Has NHS Health Checks and GP Confederation logos but most patients (and lots of practice staff) have no idea who the GP Confederation are. They won't realise their GP practice is part of the GP Confed. There is no space for a practice stamp or name of practice so patients may think it's from an outside organisation.		
4	03/06/2019 13:53 PM ID: 118317359	Top para on 1st page tells you what you need to know		



2. Is the design eye catching? (Would you pick it up if you saw it in a GP surgery?)				
			Response Percent	Response Total
1	Yes		57.14%	4
2	No		42.86%	3
			answered	7
			skipped	0
Tell us why: (5)				
1	31/05/2019 13:48 PM ID: 118114960	too much info vs graphic, a lack of blank space. It is a good brief to handover to a designer anyone with visual difficulties would find it hard to read		
2	01/06/2019 10:44 AM ID: 118190734	This is not an issue as it is not designed for self-selection.		
3	03/06/2019 10:43 AM ID: 118286035	Bold colours and graphs but quite a "busy" document - although to be fair it has lots of explanatory information in it.		
4	03/06/2019 13:53 PM ID: 118317359	You wouldn't pick this up - presumably it's given by the health professional doing the check - so doesn't need to be eye-catching		



2. Is the design eye catching? (Would you pick it up if you saw it in a GP surgery?)

			Response Percent	Response Total
5	13/06/2019 16:17 PM ID: 119453092	It shouldn't be available via the GP surgery - it should be given to the patient either by a doctor or a healthcare professional who is suitably qualified and can go through the results.		

3. Are the sentences simple and easy to understand?



			Response Percent	Response Total
1	Yes		71.43%	5
2	No		28.57%	2
			answered	7
			skipped	0

Tell us why: (3)

1	03/06/2019 10:43 AM ID: 118286035	Physical activity box: the first paragraph is one (very) long sentence with lots of commas. Formal terminology used i.e. healthcare professional instead of member of staff, cardiovascular event (heart attack or stroke) - why use the initial phrase and not simply state heart attack or stroke?
2	03/06/2019 13:53 PM ID: 118317359	More or less, but trying to provide so much information and advice in one document means there's bound to be some complex language
3	04/06/2019 17:55 PM ID: 118461926	<p>There is a mixture of 'lay person' and 'professional' language terms. Also:</p> <p>Blood pressure test section States 'medicines are also available that can help lower your blood pressure'. This gives the impression that they are widely available when in fact they have to be prescribed.</p> <p>alcohol section The score in the chart to denote units of alcohol. There is nothing above the numbers that explicitly states that.</p> <p>Smoking section States help to stop smoking should be offered. Why does it not state 'will be offered' as is the case in a number of the other sections where lifestyle changes are indicated.</p> <p>Goal setting section It would be helpful to indicate that the goals the person is setting is for all the risks that have been identified. Currently it could suggest that the goals are against the type 2 diabetes risks.</p>





4. Does it contain unexplained medical terms?

			Response Percent	Response Total
1	Yes		33.33%	2
2	No		66.67%	4
			answered	6
			skipped	1

Tell us why: (4)

1	31/05/2019 13:48 PM ID: 118114960	explanation is thorough which creates the cluttered appearance
2	03/06/2019 10:43 AM ID: 118286035	Physical activity - "sedentary activity" - contradiction in terms and not easily understood - should it say something like - do you spend most of your time sitting?
3	03/06/2019 13:53 PM ID: 118317359	There's a huge effort to explain everything, but some will still be not clear or even confusing
4	13/06/2019 16:17 PM ID: 119453092	Section Type 2 Diabetes - that is understandable but the term 'HbA1c' will not be for most people. There is no need for this second term and the two further references should be replaced with Type 2 Diabetes.



5. Does it speak to the reader? i.e. using 'you' and 'your' instead of 'the patient'



			Response Percent	Response Total
1	Yes		85.71%	6
2	No		14.29%	1
			answered	7
			skipped	0

Tell us why: (2)



1	31/05/2019 13:48 PM ID: 118114960	its not personalised/dynamic enough eg adverse or borderline results further explanation. normal result no further info required
2	03/06/2019 10:43 AM ID: 118286035	Alcohol section - concise and clear.





6. Are there any errors in spelling, accuracy or grammar?				
			Response Percent	Response Total
1	Yes		14.29%	1
2	No		85.71%	6
			answered	7
			skipped	0
Tell us why: (3)				
1	03/06/2019 10:43 AM ID: 118286035	Diabetes - alcohol questionnaire: score states higher risk 16+ or more - remove either the plus sign or the words "or more".		
2	03/06/2019 13:53 PM ID: 118317359	If there are no errors, that's a fact!		
3	06/06/2019 21:35 PM ID: 118700680	did not spot any		

7. Does it tell the patient everything they need to know? What other questions might the reader ask?				
			Response Percent	Response Total
1	Yes		85.71%	6
2	No		14.29%	1
			answered	7
			skipped	0
Tell us why and what other questions might the reader ask? (4)				
1	31/05/2019 13:48 PM ID: 118114960	too much it could be shortened to provide links to further information		
2	01/06/2019 10:44 AM ID: 118190734	How do I get further explanation of the test results? Who can I contact and how?		
3	03/06/2019 10:43 AM ID: 118286035	How much my life expectancy is being reduced by an unhealthy, inactive lifestyle? In my experience if someone is told they are taking years of their life this spurs them on to do something about it. What help can I get if I can't access online services? What if OneYouLeeds doesn't operate near me? Sessions are scattered across the city but only two outside office hours.		
4	03/06/2019 13:53 PM ID: 118317359	The amount of excellent info on so many subjects makes it a useful reference document, but I suspect many will not read it all.		





8. Is there a contact name and number for queries?				
			Response Percent	Response Total
1	Yes		28.57%	2
2	No		71.43%	5
			answered	7
			skipped	0



9. Are there links to other information, useful websites etc.?				
			Response Percent	Response Total
1	Yes		85.71%	6
2	No		14.29%	1
			answered	7
			skipped	0

Is there anything missing? (5)		
1	31/05/2019 13:48 PM ID: 118114960	fairly limited
2	01/06/2019 10:44 AM ID: 118190734	Links to other services and websites appear useful.
3	03/06/2019 10:43 AM ID: 118286035	Cholesterol - could a link be added with information on foods low in saturated fats, or just a brief sentence with suggested foods for those who cannot get to OneYouLeeds sessions. They are scattered across the city and hard to access with public transport - plus there is the cost of travel. Blood Pressure: could a sentence be added regarding reducing processed or fried foods, takeaways, sauces and dressings and recommend steamed veg and grilled/roasted meats.
4	04/06/2019 17:55 PM ID: 118461926	Not all sections have links e.g. alcohol section
5	13/06/2019 16:17 PM ID: 119453092	Though further information should be available via the GP or the suitably qualified professional.






10. Is the document sympathetic and sensitive?				
			Response Percent	Response Total
1	Yes		57.14%	4
2	No		42.86%	3
			answered	7
			skipped	0
Tell us why: (4)				
1	01/06/2019 10:44 AM ID: 118190734	Not judgemental about weight, smoking and alcohol.		
2	03/06/2019 10:43 AM ID: 118286035	It doesn't need to be - it needs to be informative and gives links to support which it does.		
3	03/06/2019 13:53 PM ID: 118317359	It's clearly trying to help, inform, and reassure		
4	06/06/2019 21:35 PM ID: 118700680	does not need to be as long as it is straightforward but might just be a bit too much information in one document		


5. Section 2 - Questions for the patient reader group

11. Is there plenty of space between paragraphs so the page looks clean and uncluttered?				
			Response Percent	Response Total
1	Yes		42.86%	3
2	No		57.14%	4
			answered	7
			skipped	0
Tell us where you think improvements could be made: (5)				
1	31/05/2019 13:48 PM ID: 118114960	very cluttered in places		
2	01/06/2019 10:44 AM ID: 118190734	Seems to be a good compromise between spacing of paragraphs and compactness.		
3	03/06/2019 10:43 AM ID: 118286035	From the example shown page 2 is very cluttered but it needs to be as there's lots of information to pass on to the patient.		
4	03/06/2019 13:53 PM ID: 118317359	It's very cluttered and dense, but this is inevitable if you're trying to convey so much info in one leaflet		
5	06/06/2019 21:35 PM ID: 118700680	looks a bit cluttered, items could be further apart and headings more bolder with larger letters		



12. Is there sufficient contrast between the background and the text colour used?				Response Percent	Response Total
1	Yes			83.33%	5
2	No			16.67%	1
				answered	6
				skipped	1
Tell us where you think improvements could be made: (2)					
1	31/05/2019 13:48 PM ID: 118114960	consistent font size, colour borders			
2	06/06/2019 21:35 PM ID: 118700680	frame of the item could be bolder,			

13. What do you think of the images/photos used? Are they appropriate?				Response Percent	Response Total
1	Yes			100.00%	6
2	No			0.00%	0
				answered	6
				skipped	1
Tell us where you think improvements could be made: (2)					
1	31/05/2019 13:48 PM ID: 118114960	graph is appropriate but too small no pphotos used			
2	03/06/2019 10:43 AM ID: 118286035	Artwork is fine			

14. Is the resource offered in an alternative format?				Response Percent	Response Total
1	Yes			0.00%	0
2	No			100.00%	7
				answered	7
				skipped	0



15. Do you have any other comments you would like to make about this resource?			Response Percent	Response Total
1	Open-Ended Question		100.00%	4
1	31/05/2019 13:48 PM ID: 118114960	A positive step but not a dynamic response to someone condition, the more generic the less likely it is to be used		
2	03/06/2019 10:43 AM ID: 118286035	Would an easy read version be made available for those with a learning disability of where English is not their first language? Are versions offered in other languages - even via PH resource centre as printing stocks for each practice is an expensive option but Technorth could hold some and send them to patients on request.		
3	06/06/2019 21:35 PM ID: 118700680	Advice line		
4	13/06/2019 16:17 PM ID: 119453092	<ol style="list-style-type: none"> 1. The information on pages 2, 3 and 4 should be listed in order of those on page 1. 2. It may be how the document was printed but my page 2 and 3 are upside down. 3. Document doesn't have a 'published' date or 'version number' - both are important. 4. There should be a heading on page 4 'Goals' otherwise the questions in the box don't refer to anything. 5. The last 'goal' would read better if it were 'Additional Future Goals' 6. Patient and GP/Clinician should sign. 7. In the 'alcohol' section it would be good to include the recommended weekly unit i.e. 14. 		
			answered	4
			skipped	3

Report completed by:

Adam Stewart

Engagement Officer, NHS Leeds CCG

